

Appendix D

Illicit Discharge Controls

Appendix D.1

Restaurant BMP Outreach



CLEAN HOOD FILTERS AND FLOOR MATS INSIDE



Don't dump wash water outside - always use a utility sink or floor drain. Remember, *Only Rain in the Storm Drain.*

SCRAPE DISHES, POTS AND PANS



Scrape food and grease into trash. Pre-rinse only after scraping - using low flow pre-rinse spray valves. Dispose of food in compost bin or trash can.

CONSERVE DRINKING WATER



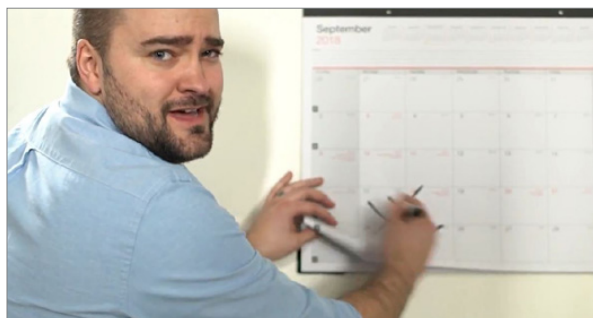
Many restaurants only serve water to customers upon request. If this is your restaurant, bravo!

KNOW YOUR IRRIGATION CONTROLS



Keep sprinkler spray off sidewalks and streets. Know how to turn off your irrigation sprinklers in case of leaks.

MAINTAIN GREASE TRAP/INTERCEPTOR



Keep grease traps/interceptors maintained and on a regular cleaning schedule.

WASH VEGGIES AND FRUITS IN A BOWL



Use low-flow pre-rinse spray valve to rinse veggies and fruit, when necessary, or use a basin or large bowl.

CLEAN AROUND OUTSIDE TRASH BINS DAILY



Soak up spills. Always secure lids and sweep around outside trash bins. Keep spills and trash out of the storm drain.

POUR OIL INTO SECURE CONTAINERS WITH LIDS



Never pour oil down any drain. Use only secure, covered, tip-resistant bins. Close covers and clean up spills. NEVER wash spills into the storm drain.

KEEP FAUCETS OFF WHEN NOT IN USE



Turn off faucets when not in use!

WATCH THE FOOD SERVICE TRAINING VIDEO ONLINE AT BENDOREGON.GOV/TRAININGVIDEO



UTILITY DEPARTMENT



bendoregon.gov/cleanwaterworks

WaterWiseTips.org



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Utility Staff at: Utilities@bendoregon.gov or 541-317-3000 ext 2; Relay Users Dial 7-1-1, and fax: 541-317-3046

Appendix D.2

***City Business Advocate Blog “Confused
About Bend’s Plastic Bag Ban?”***

Archived Posts

▶ [2019](#)

▶ [2018](#)

▶ [2017](#)

City Blog

Confused About Bend's Plastic Bag Ban? Here's What you Need to Know

[Return to Blog](#)

BH [by Ben Hemson](#)

07/01/2019 10:55 AM

UPDATED: 07/01/2019

What happens when you have a state law that covers the same thing as a recently adopted local ordinance? A little confusion. Read on for more information on complying with the new statewide plastic bag ban and the fate of Bend's local ban.

Late last year the [Bend City Council approved a plastic bag ban for retailers](#), requiring a phase out of non-reusable plastic bags and a charge to customers of 10 cents per bag, in part to offset the higher cost of paper bags (this money would be kept by retailers). However, a statewide bag ban was approved by the legislature in mid-June that largely overrides locally adopted plastic bag bans, requires a fee of five cents for customers receiving a paper bag, and applies to a broader range of businesses including restaurants providing takeout.

At their last meeting on June 19th, City Councilors said they were willing to repeal the local bag ban and let the state law govern things going forward. A final vote on this won't happen until July 17th at the next Council meeting. **In the meantime, my advice to retailers is to continue providing the bags you already do and hold off on implementing a customer fee until January 1, 2020.**

Enforcement of either ban is not scheduled to take effect until January 1 as well, you won't have to worry about a potential fine for providing a plastic bag or for not charging a fee until then.

Bag Ban Highlights

| | Bend Ban* | Statewide Ban |
|--------------------------|--|---|
| Impacted Businesses | Large Retailers | Retailers & Restaurants Providing Takeout Bags |
| Fee Charged by Retailers | 10 cents | 5 cents |
| Planned Enforcement Date | July 1-Phase In January 1, 2020-Enforcement of Rules | January 1, 2020 |

*May be repealed on July 17th, 2019

You can expect an update from me after the Council vote on a repeal of the local ordinance. The Oregon Department of Environmental Quality will handle the outreach and enforcement of the statewide bag ban. However, if you have questions, feedback, or are just plain confused, please reach out at bhemson@bendoregon.gov or by phone at 541-388-5529.

by Ben Hemson

BH

You may also like:

[There' Still Time to Apply for the SCORE Small Business Championship Contest!](#)

[Bend-Redmond Repeats as #1 in Milken Institute List of Best Performing Small Cities](#)

[Want a Career in Tech? Check out the Bend Apprenti Program!](#)

[Winter is Here! Here's What You Need To Know Before The Snow Starts Falling](#)

[EDCO Rolls Out 2018 Calendar of Events](#)

Public Comments

Express your thoughts ...

Appendix D.3

Illicit Discharge Follow-up Database

FY2018-19 IDDE Database

| Date Reported | Reported By | Contact | Type | Description | Location | Date/Time Noticed | Reported To | Followed up By | Date followed up | Status | Actions Taken/ Comments | MS4 / WPCF | Educ. Info. Provided | Enforcement Taken | Date Followed up with Reporter | lat | long |
|---------------|-----------------|--------------------|-------------------------|--|-------------------------|-------------------|------------------|----------------------------------|-------------------|--------|--|------------------|--|---------------------------|--------------------------------|-----------|-------------|
| 7/16/2018 | Public | Bend Garbage | Spill | Bend Garbage Company called in a hydraulic oil spill. A garbage truck broke a hydraulic line, leaking 1-2 gallons of oil into a catch basin on the sought end of Mirror-pond parking lot. | Mirror Pond Parking lot | 7:00 AM | David Buchanan | David Buchanan & Travis Sommers. | 7:20 AM | Closed | City of Bend crews responded to a spill in the mirror pond parking lot. When crews arrived, the Garbage Company had already placed a drip pan under the leak and was using granular absorbent to soak up the spilled material. Waste absorbent was being swept-up and placed into a dumpster. City staff used a sluge-juge and found a 1/2" of oil in the drywell catch basin insert. It did not look like any oil reached the drywell. A vactor truck was used to clean the insert and the surrounding parking area. | WPCF | None | None | 7:20 AM | 44.058738 | -121.315922 |
| 7/31/2018 | City of Bend | Wendy Edde | Spill | Contractor has a pallet of a cement powder material stored in the ROW. Some of the bags were ripped open and spilling cement onto the roadway and catch basin. | 11 NW Lava Ave Rd | 7/30/2108 4:30PM | David Buchanan | David Buchanan | 7/31/18 10:00 AM | Closed | City staff called the contractor Charles Ermisch 541-330-6037 and requested the pallet of material be removed and the spilled material cleaned up. | WPCF | Verbal | none | 7/31/2018 | 44.051752 | -121.314365 |
| 7/31/2018 | City of Bend | Wendy Edde | Staining on Catch Basin | Staff noticed some staining around the catch basin in the parking lot. | 1307 NE 1st St, Bend | 7/30/2108 4:30PM | David Buchanan | David Buchanan | 7/31/18 10:00 AM | Closed | Left message on 7/31/2018, did not revive a call back. It was hard to tell how fresh the staining was. | Private UIC | Verbal | Let message on voice mail | | 44.063222 | -121.306003 |
| 8/10/2018 | City | Dan Denning | Paint | A guy was washing paint out into the gutter. | 644 NE Greenwood Ave | 8/10/2018 12:20PM | David Buchanan | David Buchanan | 8/13/18 10:00 AM | Closed | City staff stopped and talked with the insurance company that owned the building. The front desk staff did not know the name of the painting contractor and the person with that information was no available. They took a business card and said the owner will call with that information. City staff did not see any obvious signs of staining in the parking lot, street or curb line. | Private UIC/ODOT | Left with IDDE Manual at front desk | Warning | 8/10/218 | 44.06005 | -121.29611 |
| 8/13/2018 | Public/ Via DEQ | Krista Ratliff | Mop Water | A concerned citizen called DEQ to report that a janitor from a downtown restaurant was dumping mop water into the Alley. DEQ is going to forward contact information. | 916 NW Wall St | 8/13/2018 | David Buchanan | David Buchanan | 8/22/18 1:00 PM | Closed | City of Bend staff contacted the person who made the initial report and attempted to better identify what business was responsible for the dumping. Unfortunately, the reporter could not provide enough detail to identify the business responsible. City staff contacted the surrounding restaurants via email and provided a link to a new educational video the City developed for restaurants. | WPCF | Email/ Video Link | None | 8/14/2018 | 44.058995 | -121.313913 |
| 8/23/2018 | Public | Krista Ratliff | Paint | While visiting the property the reporter noticed some white staining on the catch basin grate. Looked like the Hotel was doing some remodeling. | 1626 NW Wall St | 8/23/18 8:30 AM | David Buchanan | David Buchanan | 8/23/2018 10:30am | Closed | City staff inspected the site and found staining on the drywell in the parking lot. The Hotel receptionist contacted the Maintenance Engineer (Will) and He spoke with City staff about the issue. Will is going to find the sub-contractor who was responsible and will contact City staff. City staff provided an Illicit Discharge door hanger and a Paint Disposal fact sheet. | Private UIC | Yes IDDE door hanger and Paint Disposal fact sheet | Verbal Warning | 8/23/2018 11:00am | 44.066444 | -121.308293 |
| 9/18/2018 | City of Bend | David Buchanan | Sediment | Contractor installing a new fiber optic line broke an irrigation line and flooded the trench. Eventually the water filled the trench and spilled into the ROW. The line was leaking water for some time before the contractor was able to shut it off. | 1500 SW CHANDLER AVE | 9/18/18 10:45 AM | David B & Sean M | David B & Sean M | 9/18/18 10:45 AM | Closed | City staff stopped and talked with a laborer on site. He explained that they are installing a fiber optic line and accidentally hit an unmarked water line. The laborer was not sure what type of water line was damaged. He also said it took an hour for them to find the valve to shut off the water. City staff observed standing water in the trench and sediment-laden water in the street and adjacent catch basin. City staff left a business card and requested the Forman call the City. Later City staff spoke with the contractor and they are going to clean the street and catch basins. | WPCF | None | Verbal Warning | 9/18/18 10:45 AM | 44.042009 | -121.332577 |
| 9/20/2018 | City of Bend | David Buchanan | Spill | City staff noticed a bag of spilled granular material possibly fertilizer at the intersection of Eighth and Penn. | 1528 NE 8TH ST | 9/20/2018 7:00am | David Buchanan | Ian & Doug | 9/20/2018 7:15am | Closed | City stormwater crews responded to the spill and dry swept the area, removing as much as the material as possible. | WPCF | None | NA | 9/20/2018 7:15am | 44.065604 | -121.293659 |
| 9/21/2018 | Public | Chris 503-260-5350 | Spill | Several quart oil containers ate placed in street new the address provided, some material is leaking onto the ground near a storm drain. | 61054 Sprincrest Dr | 9/21/2018 3:20pm | David Buchanan | David Buchanan | 9/25/2018 8:30am | Closed | City staff spoke with the homeowner. The homeowner said they had placed the oil containers by the curb for recycling. The garbage company did not pick-up the oil and one of the containers had cracked spilling some oil onto the street. The homeowner placed kitty litter on the spill but had not picked up the oil contains of sept up the kitty litter. City staff asked for permission to place oil containers in the trash can. No oil was observed in the catch basin. City crews left and IDDE door hanger. | WPCF | IDDE Door Hanger | Verbal Warning | 9/25/2018 10:30am | 44.017585 | -121.336538 |
| 10/16/2018 | City of Bend | David Buchanan | Stockpile in ROW | City staff noticed mutual stockpiles in the right-of-way (one gravel and the other sand) along with a pallet of pavers. The material was being used to install a new driveway on Powers Rd. | 19895 Powers Rd | 10/16/18 7:00 AM | David Buchanan | David B & Sean M | 10/16/18 1:00 PM | Closed | City staff spoke with both the homeowner and the contractor. Contractor committed to removing the material by 10/17/2018 and dry sweep the street. | WPCF | IDDE Door Hanger | Verbal Warning | 10/16/18 1:00 PM | 44.028446 | -121.32799 |

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|---------------|------------------|-------------------------------------|---------------------|---|-------------------------|--------------------|-----------------|--------------------------------------|-------------------|--------|---|--------------------------|----------------------|-------------------|--------------------------------|-----------|-------------|
| 10/26/2018 | Public | Wayne Schatz 541-480-0560 | Wash Water | Material from Atlas Cider is washed out the back door and into the onsite drywell. The caller reported that this activity has plugged the drywell. | 900 SE Wilson Ave. | 10/26/2018 12:15pm | Sean Mulderig | David Buchanan / Christina Davenport | Ongoing | Closed | The Caller requested that the City wait to inspect the site until the next time they are washing material into the drywell. The neighboring business owner said that He would watch the area and call the City when they are actively washing. City IPP department was notified and they have scheduled a site inspection for the week of 11/5. As of 6/6/2019 the neighboring business has not called back to remport any aditaitonl wash down. | WPCF | | | | 44.045023 | -121.292079 |
| 10/30/2018 | City of Bend | Sean Mulderig | Paint | City staff noticed some paint staining on the ground in front of a hangar at the Bend Airport. Site is very close to the City's UIC monitoring location. | 63132 Powell Butte | 10/30/2018 11:00am | Sean Mulderig | David Buchanan / Gary Judd | 11/1/2018 3:30PM | Closed | The airport manager contacted the hanger owner and requested they sweep up the material. | WPCF | Verbal | Verbal Warning | 11/2/2018 8:00am | 44.087767 | -121.202804 |
| 11/2/2018 | Public | Wendy Edde | Food Cart Waste | Are you aware that Brother Jon's outside in the alley putting all the nasty dirt and grime directly on to our streets/alleys and in our drains!?! Apparently he likes to do this at 3am, every 2 weeks. Not only is it a violation of noise ordinance, which I took up with police, but really nasty stuff draining own the alley which many businesses/restaurants use to enter their establishments thus dragging all that grime inside our businesses. I can't tell you what a mess this creates on carpets etc. Is there anything we can do about this? It can't be legal to operate a mobile business like this on our streets with no proper way of disposing of waste? He was doing it next to parking lot spraying all the cars too! You wouldn't believe the nasty stuff that goes off the mats and trash cans he was cleaning right there in the parking lot double park zone. Smells too." | Not Clear | Ongoing? | Wendy Edde | Ben Hemson | | Closed | Complaint was forwarded to City of Bend Business Coordinator who meets the Bend Downtown Association regularly. | | | | | | |
| 12/11/2018 | City of Bend | Brandon | Vehicale Leak | Leaking car parked over catch basin. Car had a glass container under it, then it was moved up closer to the catch basin. | 20592 NE Sierra Dr | 12/11/18 10:00 AM | David Buchanan\ | David Buchanan | 12/11/18 1:00 PM | Closed | City staff inspected under the vehicle, around the catch basin and inside the drywell. Staff could not see any evidence of leaks or spill on the ground or in the catch basin sump. | WPCF | Na | NA | 12/14/18 12:00 AM | 44.092636 | -121.294312 |
| 12/18/2018 | Public CRS 82467 | Mike E. | Pumping Flood Water | called to let us know that the Expressway Market on 15th & Reed Market is setting up to pump water from parking lot into street. | 1450 SE Reed Market Rd\ | 12/18/18 10:00 AM | David Buchanan\ | David Buchanan | 12/18/18 12:45 PM | Closed | City staff stopped by the site at 12:45 today and found a small trash pump setup with a 2.5" discharge hose running east up the on-site curb line. Looked like they had been pumping water over a small rise and let it run down onto the driveway approach. Any water pump that direction would be collected in the trench drain; I could not find any evidence of water being pumped into the City right of way. | Private Surface Facility | Na | Na | 12/18/18 1:55 PM | 44.037085 | -121.284558 |
| 1/23/2019 | Public | Jessica Zuniga <zunjjezm@gmail.com> | Litter | Neighbor is dumping cigarette litter from truck onto the street in front of home. | 20320 Sonata Way | 1/23/19 11:45 AM | David Buchanan | David Buchanan | 1/23/19 2:00 PM | Closed | City staff stopped by the site and found a empty cigarette package and a small amount of cigarette litter. | WPCF | Yes IDDE door har | Warning | 1/23/19 3:00 PM | 44.031499 | -121.30687 |
| 1/30/2019 | Public | Fredrick MOORE Fredrick.MOO | Source Contol | Received a report that the neighboring brewery was using a portable pump, to pump out a manhole into a swale. | 495 NE BELLEVUE DR | 1/30/19 2:10 PM | Wendy Edde | David Buchanan | 1/30/19 3:00 PM | Closed | City of Bend Stormwater and IPP staff met onsite with the Head Brewer. The Head Brewer explained, the stormwater sump pump had failed and is in need of repair. The system is designed to remove stormwater from the loading dock and discharges into the adjacent vegetated swale. The Head Brewery used a trash pump to draw down the wet well and elevate a safety hazard, standing water in the loading dock. City staff explained the issue was not with pumping stormwater into the swale, but a source control issue with the spent grain trailer leaking into the stormwater system. City staff recommend covering the spent grain trailer, collecting any leakage in a containment device/tote and hauling the waste offsite as needed. City of Bend IPP staff will schedule a follow-up inspection to verify that corrections have been made and the spent grain trailer is being properly managed. | Private Surface Facility | Yes, Verbal | Verbal Warning | 1/31/2019 13:25 | 44.055185 | -121.259917 |

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|---------------|--------------|--|-------------|---|-----------------------|-------------------|----------------|----------------|------------------|--------|---|------------|----------------------|-------------------|--------------------------------|-----------|-------------|
| 2/5/2019 | Pbulic | Rick Cuningham 541-390-3697 | Leaky Car | Nighbor is parking car on gravel infiltraion area, and leaking oil onto the ground. City Staff contacted the reporter on 2/6/2019 at 10am, notifying Him that I had spoken with his neighbor and that the car has been moved. During our conversation, He admitted the real issue is not with the leaking car but that the overall premises of the stormwater fee. He requested to talk with someone in charge of implanting the fee. I recommended he talk to either my Supervisor or the Billing Supervisor but he did not take their contact information. He told, He's been working with Lisa in the billing department. I thanked him for the report and let Him know that we follow-up on all Illicit discharge repots. | 20870 WEST VIEW DR | Ongoing? | Wendy Edde | David Buchanan | 2/5/19 2:00 PM | Closed | City staff inspected the site and took photos of an SUV parked overtop the gravel infiltration gallery, no obvious oil stains were seen under the SUV. Staff left an IDDE flyer on the door. On 2/6/19 City staff talked with the homeowner and they have moved the vehicle. Homeowner said City Crews told her she could park in the area. The homeowner installed the large rocks after a neighbor backed into their fence. | WPCF | hanger and Paint D | Verbal Warning | 2/6/2019 10:00 | 44.032988 | -121.280252 |
| 2/19/2016 | Public | Unknown | Sediment | Sediment in the roadway along Galveston Ave. | 1009 NW GALVESTON AVE | | Klye Thomas | David Buchanan | 2/19/19 1:15 PM | Closed | City of Bend stormwater staff inspected the site and found a small 18" tall loose soil berm was placed along the curb and was spilling into the roadway in a couple sections. City staff talked with the Contractor, who is going to work to remove the soil. Until the soil is removed, the contractor is going to keep the curb line clean and swept daily. There was visible sediment in the adjacent catch basin, but it was not clear if it was a sediment was a result of the construction. City staff will make Operations staff aware of the sediment, so the line can be cleaned. | NPDES | Verbal | Verbal | | 44.056542 | -121.32754 |
| 4/4/2019 | City | Stormwater Field Crews | Garden Hose | Field crews noticed a garden hose dischraging into the curb line in Norhtwest crossing. The hose was coming out a small pump station looking structure beside the hose. | 2617 NW Crossing Dr. | 4/3/2019 2:15PM | David Buchanan | David Buchanan | 4/3/2019 2:30PM | Closed | City staff spoke with the neighboring property owner who confirmed the building has a sump pump in the crawl space and the water being pumped into the street is groundwater. The neighbor also provided the contact name and phone number for the property management company responsibly and noted that the homeowner is often gone for extended periods of time. City staff talked with the property manager on 4/4/2019 and He confirmed they have a sump pump in the crawl space that drains into the vault we saw yesterday. That vault collects the site runoff and discharges it to a rock infiltration swale. The pump in the vault is normally only used as an overflow when the swale cannot keep up with the flow. The sump pump froze this winter and needs replaced, and the pipe between the vault and swale is plugged. They are working with a contractor to make the needed repairs. The property manager noted that they are pumping 1,000s of gallons of water from under the home, and they believe the water is coming underground form the surrounding properties. | WPCF | NA | Na | 4/3/2019 2:45PM | 44.058183 | -121.351932 |
| 4/4/2019 | Public | Jim Oberlander 360-561-8939 / Bark & Bath 541-429-3830. Lisa Bark and Bath 541-639-9755. | Wash Water | Mobile dog wash trailer was discharging soapy water into the street. | 2417 NW LOLO Dr | 4/3/2013 3:12PM | Wendy Edde | David Buchanan | 4/8/19 12:00 AM | Closed | City staff spoke with the Business Owner and she said the trailer was new and the valve was leaking slightly. She has already fixed the valve and is/will be dumping the gray water tank at an RV disposal site. | WPCF | Verbal | No | 4/8/2019 11:20AM | 44.06103 | -121.349766 |
| 4/8/2019 | Pbulic | COLLEEN LUETHJE | Oil Leak | Neighbor just towed a car and oil is pouring into the storm drain. | 2206 NE SHEPPARD | 4/8/19 8:00 AM | CSR 85754 | David Buchanan | 4/8/2019 18:30AM | Closed | City staff inspected the roadway/catch basins and could not find any oil spills in this area. There was a slight stained on the pavement approx. 1' x 10' that was slightly discolored. No visible sheen, it may have been some leaked fuel but whatever it was has since evaporated and or dissipated. | WPCF | NA | NA | 4/8/2019 11:00AM | 44.072423 | -121.283692 |
| 4/18/2019 | City of Bend | Travis / Ian | Oil Leak | An RV is parked in the roadway and the owner is doing repairs work to the vehicle. There are some oil stains on the ground under the RV. Stormwater crews are scheduled to repair a clasped pipe in the area and the vehicle is parked overtop the pipe. | 2nd and Hawthorn | 4/18/19 7:00 AM | David Buchanan | David Buchanan | 4/18/19 7:30 AM | Closed | City staff inspected the area and found a recreational vehicle with the front axle up in the air on jack stands. A drip pan was being used under the RV but some transmission fluid had leaked onto the roadway. It appears that the owner is living in the RV. City staff contacted the RV owner informing them of the water quality issues, the Owner assured City staff that they will be gone/towed by Monday. | WPCF | | | | 44.058174 | -121.303878 |

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|---------------|----------------|--|-----------------------|--|---------------------------|-------------------|----------------|----------------|------------------|--------|---|--------------|----------------------|---------------------|--|-----------|-------------|
| 4/18/2019 | Public via DEQ | Orin | SSO | Private sample manhole plugged spilling sewage into the roadway and stormwater system. | 1820 NW MONTEREY PINES DR | 4/18/19 2:49 PM | Orin | Paul | 4/18/19 3:15 AM | Closed | City collection staff responded and cleaned up the spilled material using a Vactor truck. It was estimated the 40-100 of sewage was spilled into the stormwater system. | WPCF | NA | NA | Orin will complete the required documentation. | 44.06285 | -121.34017 |
| 4/23/2019 | Public | John 541-280-9390 | Vehicale Leak | Car parked in roadway is leaking oil. | 61385 Brosterhous Rd | 4/23/19 12:00 PM | David Buchanan | David Buchanan | 4/23/19 3:00 PM | Closed | City staff inspected the site and found several oil stains on the pavement. Staff left an IDDE door hanger and business card on the vehicle. City staff Received a second call on this, that the truck is still leaking. | WPCF | Yes | Education. | | 44.029428 | -121.299401 |
| 5/9/2019 | City of Bend | Lissa Curry | Process Water Dumping | A City employee reported seeing Big Lots dumping wastewater from a floor cleaner into a chatch bains. | 2600 NE Hwy 20 | 4/8/19 2:00 PM | Wendy Edde | David Buchanan | 5/10/19 9:30 AM | Closed | City Staff spoke with the Store Manager Ron, The store contracts with Total Cleaning Solutions, to clean the floors several times a week. Ron said that He has noticed the contractor sometime dumps the floor cleaning machine in the front parking lot instead of the mop sink at the rear of the store. City staff provided a copy of the BMP manual and an illicit discharge notice door hanger. Ron is going to contact the floor cleaning contractor and make sure they use the mop sink for now on. | Private WPCF | Yes | Verbal Warning | 5/10/19 10:10 AM | 44.057467 | -121.265761 |
| 5/16/2019 | City of Bend | Jay R. Harris (5416397131) jayboskis@msn.com | Carpet Cleaning | A City employee reported a carpet cleaner discharging wash water into City street and catch basin | 3010 NW Colonial Dr | 5/16/19 11am | Sean Mulderig | Sean Mulderig | 5/16/19 11:30am | Closed | City Staff spoke with the Buiness Owner about not discharging carpet cleaning wash water to street; he claims that his tank overflowed/malfunctioned and that's why he had water flowing down street; City Staff explained to him why that is not an allowed discharge and that the catch basin and drywell will need to be vactored out, he said that he can do it with his own vacuum; City staff emailed the Business Owner the carpet cleaning fact sheet and an Illicit discharge outreach piece. | WPCF | Yes | Verbal Warning | 5/16/19 12pm | 44.080463 | -121.322785 |
| 5/20/2019 | City of Bend | BATALLION CHIEF HOOD (541)419-7912 | Vehicle Fire | City of Bend Fire Deparmtne called in a vehicle fire that resulted in runoff entering the strom drain system/. | 63195 JAMISON ST | 5/20/19 8:00 PM | On Call Number | David Buchanan | 5/20/2019 9:15am | Closed | City staff inspected the drywells near the address provided but could not locate any signs of a vehicle fire. Need to adiatrial information to figure out what drywell was impacted, might have been onstie. | WPCF | NA | Permitted Discharge | | | |
| 5/21/2019 | City of Bend | Sean Mulderig | Paint | City of Bend Stormwater staff noticed a 5 gallon paint container sitting next to a catch bain on Brinson Blvd. | 20750 BRINSON BLVD | 5/21/19 10:00 AM | David Buchanan | David Buchanan | 5/21/19 12:40 PM | Closed | City staff inspected the site and found a 5 gallon bucket filled with misilations track, and two rusted out pails. There was no sign that anything had been dumped into the catch basin. Looked like the adjoingin property was cleaning up a vacant piece of land and place the garbage next to the Catch Basin. City staff removed the garbage and placed it in the dumpster. | WPCF | NA | Na | 5/21/2019 12:40PM | 44.08375 | -121.284095 |
| 5/23/2019 | Public | Scott Nyden 541-390-4656 | Landscaping Material | An adjoining buiness owner called the City to report that High Destert Mulch is traking mud and barkdust into 2nd. | 303 SE 2nd Street | 5/22/19 10:00 AM | David Buchanan | David Buchanan | 5/24/19 1:30 AM | Closed | City of Bend staff inspected the area on 5/24/2019 and noticed material is still getting tracked into the Roadway. City staff talked with the office workers who contacted Nathan (the Owner) on the phone. City staff spoke with Nathen about the tracking issue, Nathen said He has contracted with a sweeping company to sweep daily, but said the sweeper has been unable to sweep due to all the rain. City staff discussed adding some open graded rock near the entrance to help reduce tracking, but Nathen was not interested in adding any rocking to His parking area. Nathen said he will get the street cleaned up. City left a business card and an IDDE door hanger. | WPCF | Yes | Verbal Warning | 5/24/2019 2:00PM | 44.046546 | -121.304009 |

Appendix D.4

Water Wise Irrigation Tracking Database

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | |
|----|--|------|-----|-------|---------------|--------|---------------------------|----------------|-------------------------|---------------|--|--|----------------|------------------------|--------------------|----------|---|--|--|
| 1 | WaterWise Program: Water Waste Prevention Tracking Sheet | | | | | | | | | | | | | | | | | | |
| 2 | Date | ID # | WUA | Meter | Source | Status | Location Name | Acct Number | Address | Neighbor | Acct. Contact | Contact E-mail | Contact Phone | Type | Purveyor | Problem | Description | Notes/Actions | |
| 44 | 7/12/2018 | 42 | | | Utility Staff | Open | Elk Investment Lic | 449725-467330 | 20720 High Desert Lane | Boyd Acres | Kirk Reynolds | | 541-771-5052 | Pro Managed/Commercial | COB | Dry Flow | City Staff followed up in the morning, said water was still leaking and running down High Desert as of 7/12. | Contacted property management company and spoke with Kirk Reynolds of Elk Investments. Kirk was cooperative and called the landscaper, repairs are scheduled for this afternoon. | |
| 60 | 8/16/2018 | 58 | | | Utility Staff | Open | Spa W | 492695-068500 | 125 NW Wall | Old Bend | Rebecca Abrahm | | | | COB | Dry Flow | COB Streets paint crew reported excessive overspray to street from Spa W. while attempting to paint traffic lane. | After several phone messages was able to set up a Sprinkler inspection with Rebecca for 9a 8/21/18 | |
| 62 | 8/22/2018 | 60 | | | WWP | Open | Reed Market Business Park | 922235-254940 | 1310 SE Reed Market Rd. | Larkspur | Rob@ Property Systems | | (541) 382-4112 | Pro Managed/Commercial | COB | Dry Flow | Observed excessive overspray and runoff onto ROW and Reed Market Rd. | Contacted property manager with concerns, aske if sprinklers could be checked for alignment. Also noted was seasonal adjust could be ramped down as we continue towards lower demand | |
| 66 | 9/17/2018 | 64 | | | Utility Staff | Open | Hunters Highland HOA | 417475-425270 | NE 27th & Jill Ct | Mountain View | Jennifer H @ Crystal Springs CM | jenniferh@crystallak.ecm.com | | | Pro Managed/HOA-PM | COB | Dry Flow | Observed excessive irrigation , water to roadway, and significant dry flow to street drain | Email to Jennifer to inform her of situation. Because of excess clock was turned off - updated Jennifer clock was off. |
| 73 | 9/24/2018 | 71 | | | Utility Staff | Open | Escena Apartments | 1008615-687350 | 20730 Empire Ave | Boyd Acres | | | (541) 514-5467 | Pro Managed/MFR | COB | Dry Flow | Staff observed over spray and run off into Empire Ave. | Spoke with onsite manager, explained concerns, cautioned about potential ice event from sprinklers. Left door hanger, contact info, and photo of overspray event. She will pass info to primary site manager. | |
| 74 | 9/26/2018 | 72 | | | Utility Staff | Open | Taco Bell | 26785-27150 | 1104 NE 3rd St | Orchard | | | (208) 888-6428 | Pro Managed/Commercial | COB | Dry Flow | Staff observed run-off, pooling water into 3rd St. | Spoke with shift manager, she will pass info to landscape vendor. Left door hanger, how to fix information. Gave heads up on avoiding icing from irrigation. | |
| 75 | 9/26/2018 | 73 | | | Utility Staff | Open | Growing Tree | 26905-27280 | 1080 NE 4th | Orchard | | | (541) 388-3733 | Pro Managed/Commercial | COB | Dry Flow | Staff observed overspray, run-off making way into center of intersection. | Spoke with executive director regarding concerns, left guide, how to fix sheet. Gave heads up about avoiding an icing event from irrigation overspray. | |
| 76 | 9/27/2018 | 74 | | | Utility Staff | Open | Elite Electric | 1006075-476080 | 20657 NE Brinson Blvd, | Boyd Acres | | | (541) 330-9750 | Pro Managed/Commercial | COB | Dry Flow | Staff observed overspray, run-off making way into center. Non turf landscape with overhead irrigation. Sprinklers out of alignment or better nozzle could be selected, small area easy fix. | Spoke with office manager regarding concerns. Left door hanger, fix it sheet, and SS guide. | |
| 78 | 10/2/2018 | 76 | | | Utility Staff | Open | 18Th St Partners Llc | 1027425-718480 | 63040 18Th St | Boyd Acres | | | (541) 330-1183 | Pro Managed/Commercial | COB | Dry Flow | Observed overspray and run-off creating dry flow along 18th St. ROW. Brand new landscape (Springtime). Grow in schedule currently running. | Met with construction superintendent to convey concerns. Recognize challenges of sprinkler efficiency in narrow, irregular areas, but - emphasize no water on the street. Asked for a final check and adjustment of sprinklers before project is complete. | |
| 85 | 10/16/2018 | 83 | | | Utility Staff | Open | Wendy's | 859685-70080 | 1609 NE 3rd | Orchard | | | (509) 326-6333 | Pro Managed/Commercial | COB | Dry Flow | Observed overspray and run off along NE 3rd St. | Left door hanger and explained concerns to shift manger. Asked if he could turn off controller until blow out takes place. | |
| 88 | 10/16/2018 | 86 | | | Utility Staff | Open | Element 1 Corp | 853735-467200 | 63050 NE Plateau | Boyd Acres | | | (541) 330-0025 | Pro Managed/Commercial | COB | Dry Flow | Observed overspray and icing along 18th St. sidewalk. | Stopped in and left door hanger with front desk. Suggested turning irrigation off to avoid icing incident. | |
| 89 | 10/18/2018 | 87 | | | Utility Staff | Open | Long Board Louies | 709695-74800 | 1254 Galveston | River West | | | | Pro Managed/Commercial | COB | Dry Flow | Observed overspray, broken head, and icing along Galveston. | Spoke with manager about runoff and icing in cool temps. He turned irrigation off. | |
| 90 | 10/18/2018 | 88 | | | Utility Staff | Open | Abby's Pizza | 201095-27540 | 1115 NE 3rd | Orchard | | | | Pro Managed/Commercial | COB | Dry Flow | Observed overspray onto and over sidewalk onto 3rd St. | Left door hanger indicating icy conditions and suggesting turn off/blow out. | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R |
|-----|------------|------|-----|-------|---------------|--------|---------------------------------|-------------------------------|--------------------------|----------------|-------------------------------------|--|---------------------|------------------------|----------|----------|--|---|
| 2 | Date | ID # | WUA | Meter | Source | Status | Location Name | Acct Number | Address | Neighborhood | Acct. Contact | Contact E-mail | Contact Phone | Type | Purveyor | Problem | Description | Notes/Actions |
| 91 | 10/18/2018 | 89 | | | Utility Staff | Open | Studio Hair | 318995-30410 | 1224 Galveston | River West | | | | Pro Managed/Commercial | COB | Dry Flow | Observed over spray and runoff on to sidewalk and Galveston | Left door hanger indicating icy conditions and suggesting turn off/blow out. |
| 92 | 10/18/2018 | 90 | | | Utility Staff | Open | | 399995-35710 | 713 Harmon | River West | Mark Fox | | | SFR | COB | Dry Flow | Observed runoff and overspray on sidewalk and into street on Harmon Blvd | Left door hanger indicating icy conditions and suggesting turn off/blow out. |
| 93 | 10/18/2018 | 91 | | | Utility Staff | Open | Dairy Queen | 828125-286300 | 20405 Empire | Boyd Acres | Wenatchee Ventures | | | Pro Managed/Commercial | COB | Dry Flow | Observed Runoff onto Empire and into intersection | Left door hanger indicating icy conditions and suggesting turn off/blow out. |
| 94 | 10/18/2018 | 92 | | | Utility Staff | Open | Sugarloaf Mountain Motel | 374325-4407730 | 62980 N. Hwy 97 Bld. A | Boyd Acres | Ron Lafranchi | | | Pro Managed/Commercial | COB | Dry Flow | Observed runoff onto sidewalk and 97 | Called motel spoke with front desk, said she would talk with manager about turning off irrigation. Are intending to blow out soon. |
| 95 | 10/16/2018 | 93 | | | Utility Staff | Open | River canyon Estates | n/a | Brookwood and Hollygrape | Southwest Bend | Kevin- Fieldstone Management | | | Pro Managed/HOA-PM | Avion | Dry Flow | | Spoke with HOA manager, explained about the liability of ice on the roadway, she confirmed it is their common area and will pass along to landscaper to resolve. |
| 97 | 10/22/2018 | 95 | | | Utility Staff | Open | Double Tree Inn | 1018035-422140,1018035-422150 | 300 NW Franklin | River West | (541) 317-9292 | | | Pro Managed/Commercial | COB | Dry Flow | Observed irrigation overspray onto sidewalk along Franklin. | Spoke with front desk about concerns. Staff was under impression area was maintained by COB. Asked her to double check irrigation, was likely their controller. System could be turned off until blown out. |
| 98 | 10/23/2018 | 96 | | | Utility Staff | Open | Cube Smart Storage | 1019665-599750 | 2705 Ne 4th | Orchard | (503) 399-1090 | | (503) 399-1090 | Pro Managed/Commercial | COB | Dry Flow | Observed irrigation overspray onto sidewalk along NE 4th | Spoke with rental office, was also aware of overspray. Sent e-mail to general contractor. Asked if irrigation system could be checked and adjusted to no overspray. |
| 99 | 10/23/2018 | 97 | | | Utility Staff | Open | Central Oregon Council on Aging | 749065-79930 | 373 NE Greenwood Ave. | Orchard | Susan M. Rotella Executive Director | srotella@councilonaging.org | (541) 678-5483 x108 | Pro Managed/Commercial | COB | Dry Flow | Observed overspray and runoff along Greenwood to 3rd. Non compliant for hours and days | Spoke with office, were aware sprinklers were running much more than needed. Will contact landscape vendor to turn off clock. |
| 103 | 11/6/2018 | 101 | | | Utility Staff | Closed | Springtime Building | 219465-386490 | 622990 Plateau | Boyd Acres | Joe Davies | jdavies@springtimeirrigation.com | | Pro Managed/Commercial | COB | Dry Flow | Icy sidewalks due to irrigation runoff | Sent email, Joe responded said he would shut off |

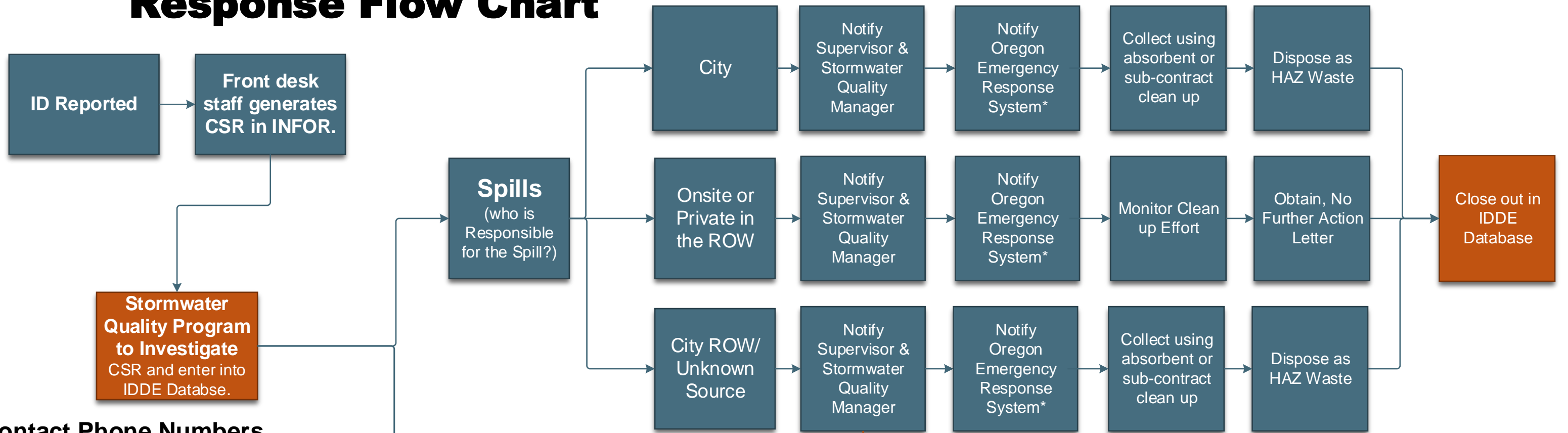
| WaterWise Program: 2019 Water Waste Prevention Tracking Sheet | | | | | | | | | | | | | | | | | | |
|---|------|------------|---------------|-----------|--|-----------------|--|---------------|---------------------------------|--|----------------|------------------------|----------|-----------------------|--|---|---|--|
| Date | ID # | Meter | Source | Status | Location Name | Acct Number | Address | Neighborhood | Acct. Contact | Contact E-mail | Contact Phone | Management Type | Purveyor | Dry | Description | Notes/Actions | Results | |
| 4/8/2019 | 01 | Irrigation | Utility Staff | Closed | Hunters Highland HOA | 417475-425270 | NE 27th & Jill Ct | Mountain View | Jennifer H @ Crystal Springs CM | jenniferh@crystallake.com | | Pro Managed/HOA-PM | COB | Dry Flow/Street Strip | Observed excessive irrigation , water to roadway, and significant dry flow to street drain | Same issue as last year - in need of adjustment/repair Contacted Jennifer - Landscapers are on it. Sent WUA showing conservation potential for the area. | 4/21/2019 Met landscape vendor onsite, explain concerns. System adjustments made. Will close and continue monitor | |
| 4/9/2019 | 02 | Other | Front Desk | Open | Broken Top frontage along Mt Washington between Skyliner and Simpson | | Broken Top frontage along Mt Washington between Skyliner and Simpson | Century West | J Davies @ Springtime | jdavies@springtimeirrigation.com | | Pro Managed/HOA-PM | Other | Equipment | Broken heads, system running, geyser. Valve may have been stuck on. | Found contrl valve and turned off flow control. Contacted Joe to let him know about situation. Repairs to be made asap | | |
| 4/16/2019 | 03 | Commercial | Utility Staff | Closed | Empire Car Wash | 561155-235430 | 20425 Empire Ave | Boyd Acres | | | 541-318-8039 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Staff observed overspray and run-off. Along Empire. | Visited with shift manager, door hanger, fixes, WaterSmart offered. Part of AMA will remain open | 4/21/19 General manager took wash crew out and "adjusted every sprinkler" Will close for now | |
| 4/17/2019 | 04 | Commercial | Utility Staff | Open | Element One Corp | 853735-467200 | 63050 Plateau Dr | Boyd Acres | Compass Commercial Prop Mngt. | | 541-330-0025 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Staff observed overspray and run-off. Along Empire. | Site of ice accident last fall (Car that flipped along Empire) . Running at peak season already. Contacted Property Manager, she will contact vendor. | | |
| 4/29/2019 | 05 | Commercial | Utility Staff | Closed | Hooker Creek | 243355-67170 | 63101 Neils Anderson Rd. | Boyd Acres | | | 541-389-4677 | Pro Managed/Commercial | COB | N.C. Hrs. | Irrigation running mid day. | Contacted office with concern, they will relay message to landscaper | | |
| 5/8/2019 | 06 | MFR | Front Desk | Open | Burning Tree Village | 69105-71330 | 1700 NE Wells Acres Rd | Mountain View | | | 541-408-4444 | Other Self Mngd. | COB | Equipment | Brokens sprinkler rotating full 360 degrees and into street causing traffic safety issue. | Mike to flag sprinkler and contact account holder. Called into front desk by Andrew Carrol 541-408-4444. | | |
| 5/8/2019 | 07 | Commercial | Utility Staff | Closed | Chase Bank | 39595-40770 | 450 Nw Franklin | Old Bend | | | | Pro Managed/Commercial | COB | Equipment | Observed irrigation mainline break - lots of water headed down Franklin | Tried to isolate - problem up stream of DCV. Lwt manager know of break | Break was repaired | |
| 5/10/2019 | 08 | Commercial | Utility Staff | Pend-Mike | Headwaters Wellness | 458085-296870 | 106 NW Wall / 740 W Colorado Avenue | Old Farm | Plus Property Mgmt | | 541-389-2486 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Pooled water along curbline where it is every year. Flagged each pop-up along the pooled area and placed door hanger inside facility waiting room. | This is called in every year and has been reported by COB staff in the past. Plus Property Management | | |
| 5/14/2019 | 09 | Commercial | Utility Staff | Closed | Drink Tanks | 939035-308190 | 62910 Peerless Ct. | Boyd Acres | Tim Coleman | tim@drinktanks.com | | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Observed overspray and runoff to Brinson Blvd. | Stoped in to visit with Tim. Pointed out that the irrigation system was in need of adjustment, was also running at peak season run times. | Tim will adjust the clock downward as per instructions from last season. Tim will contact landscapers to check system and adjust. | |
| 5/20/2019 | 10 | Commercial | Utility Staff | Closed | Courtney LLC | 268815-284810 | 2698 Courtney Dr. | Mountain View | Ron | ron@fratcommercial.com | 541-323-6465 | Pro Managed/Commercial | COB | Excessive | Observed excessive irrigation, overspray, and runoff. Ruts in lawn, torn turf - soggy! | Contacted Ron (Prop Manager), was thankful for notice. Followed up with WUA - conservation potential of \$1250/season. Ron was excited about potential savings. | | |
| 5/20/2019 | 11 | Commercial | Front Desk | Open | Sherwin Williams | 673395-267220 | 20515 Cooley Rd. | Boyd Acres | | | 541-312-8546 | Pro Managed/Commercial | COB | Equipment | Staff received call off irrigation remaining on for 72 plus hours. | Field inspection, store manager had called landscaper - no response as of 5/20/19. Found lateral valve stuck on, turned off flow control and flagged box. Let manager knowlatterasi valve had been turned off and was marked | | |
| 5/22/2019 | 12 | Commercial | Utility Staff | Open | Cascade Village Mall | Multiple LOC ID | 63455 N Hwy 97 | Boyd Acres | | | (541)-388-1495 | Pro Managed/Commercial | COB | N.C. Hrs. | Staff observed daytime irrigation in parking islands near Trader Joes | Visit to Cascade Village main office, explained concerns, she stated landscape vendors had been working on nozzles adjustments. She will follow up wih vendors. | | |
| 5/22/2019 | 13 | Commercial | Utility Staff | Open | Arco Ne 3rd | 667395-27110 | 304 NE Greenwood | Orchard | | | | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Staff observed overspray and run-off into Ne 3rd St | Visit with store manager, educational materials, quick fix sheet. Current schedule is 700% of plant water need. Manager stytated frustrations with landscape vendor. Asked to have landscaper adjust | Stated site would be checked again for improvements | |
| 5/22/2019 | 14 | Commercial | Utility Staff | Closed | Taco Bell Ne 3rd | 26785-27150 | 1104 Ne 3rd St | Orchard | | | | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Staff observed overspray and run-off into Ne 3rd St | Visit with shift manager, explained concerns, asked to have sprinklers adjusted away from sidewalk and 3rd street. WUA shows irrigation at 200% for 2018 season. | Receptive, but not in charge. Will pass information upward | |
| 5/23/2019 | 15 | Commercial | Utility Staff | Open | Lithia Honda | 725415-313900 | 2225 Ne Hwy 20 | Larkspur | | | (541) 382-2921 | Pro Managed/Commercial | COB | Equipment | Streets staff observed sprinkler directed to roadway at intersection Purcell and Hwy 20 | Made field inspection, found mis directed sprinkler, corrected problem. Offered to return and work with landscape vendor to help identify fixes that would help reduce dry flows that occur at this site. | Will send WUA to identify potential conservation savings | |
| 5/23/2019 | 16 | Commercial | Utility Staff | Open | Verizon Store Frontage | 453555-64520 | 1120 Se 3rd Str | Old Farm | | | (541) 848-4042 | Pro Managed/Commercial | COB | Equipment | Streets staff observed broken irrigation equipment in street frontage along 3rd | Field inspection, found and flagged broken head, other leaks. Contact has been put in to property manager. Sprinklers along roadway are low, obstructed, tilted, broken seals - needs complete tune-up. Offered to workmwith landscaper for improvement. | Will send WUA to identify potential conservation savings | |
| 5/23/2019 | 17 | Commercial | Utility Staff | Closed | Jennies | 906575-618690 | 932 Ne 3rd | Orchard | | | (773) 472-8558 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Observed overspray and run off into 3rd street, then to the street drain. Originates from small planter running micro-sprays. | Stoped in explained concern to manager. Together we repositioned spray sticks, discused simple changes as to not water the parking lot and street. | | |
| 6/3/2019 | 18 | SFR | Utility Staff | Open | Donna Weston | 890555-262480 | 2731 Nw Three Sisters Dr | | | | | | | | | | | |
| 6/3/2019 | 19 | SFR | Front Desk | Open | | | 21226 Darby Court | | | | (541) 388-0001 | SFR | Avion | Excessive | Bob Soderberg called to see if anything could be done about excessive irrigation from back neighbors yard. Is pooling collecting, anerobic in yard of 21277 Darnel | Made site inspection. Was able to conduct quick inspection on property irrigation flows come from. Found multiple start times in several programs that were unnoticed. Found broken sprinkler buried in grass that could be a lot of the source. Replaced sprinkler and reset clock. | | |
| 6/4/2019 | 20 | Commercial | Utility Staff | Open | Arco Ne 3rd | 667395-27110 | 304 NE Greenwood | Orchard | | | | Pro Managed/Commercial | COB | Dry Flow/Street Strip | No change in overspray and run off into 3rd st. | Left door hanger, expressed importance in resolvin overspray problem. Landscape Vendor is First Class Landscape. Visited with team member of First Class Landscape, again expressed concerns. Offered to meet irrigation tech there laster same day or other time of convenience. Goal is to go through system and identify fixable problems. | Stated site would be checked again for improvements | |
| 6/4/2019 | 21 | Commercial | Utility Staff | Closed | Taco Bell Ne 3rd | 26785-27150 | 1104 Ne 3rd St | Orchard | | | | Pro Managed/Commercial | COB | Dry Flow/Street Strip | No change in overspray and run off into 3rd st. | Visit with store manager, explained concerns, offered to go through and check system along with landscape crew. Landscapers visit site on Mondays. Manager stated LS would be in contact. | Stated site would be checked again for improvements | |
| 6/4/2019 | 22 | Commercial | Utility Staff | Pend-Doug | Empire Car Wash | 561155-235430 | 20425 Empire Ave | Boyd Acres | | rfane47439@gmail.com | 541-318-8039 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | No change in overspray and run off into Empire. Dry flow still reaching storm drain 200 ft to the east. | Visited with shift manager, thanked for attempt at adjusting sprinklers but problem remains. Offered to evaluate system, demonstrate what COB is looking for. | Stated site would be checked again for improvements | |
| 6/4/2019 | 23 | Commercial | WWP | Open | | 353425-70480 | 339 Nw Century Dr | Century West | Dave Mcgee | mcgeeteam@gmail.com | (541) 848-7767 | Pro Managed/Commercial | COB | Excessive | Excessive irrigation, runoff, dry flow 150 ft into Century Dr. | Was able to reach Dave M. explain concerns. Sent a screen shot by email of watersmart current use period - 6000 gals/cycle. Will follow with WUA to show potential savings. Offerd quick inspection to help. | Dave will work with landscaper. Doug to follow with WUA | |
| 6/10/2019 | 24 | SFR | Front Desk | Open | | 893465-409700 | 3350 Ne Manchester Dr. | Mountain View | Ann Ottesen | aeottesen@gmail.com | (503) 784-8387 | | COB | Excessive | Nieghbor called (Rebecca Knapp) to say neighbor is leaving hose running to water tree, causing flooding to her yard. | Contacted customer by email, chart showing watering event, and invitation to WaterSmart. Explained she could set an alert to help avoid such an event. Contacted Rebekah to reassure we were on it. | | |

| Date | ID # | Meter | Source | Status | Location Name | Acct Number | Address | Neighborhood | Acct. Contact | Contact E-mail | Contact Phone | Management Type | Purveyor | Dry | Description | Notes/Actions | Results |
|-----------|------|------------|---------------|-----------|-------------------|----------------|------------------|--------------|------------------|--|----------------|------------------------|----------|-----------------------|--|--|--|
| 6/17/2019 | 25 | MFR | Utility Staff | Open | Escena Apartments | 1008615-687330 | 20760 Ne Empire | Boyd Acres | Jennifer Fraizer | Management@EscenaBendLiving.com | (541) 514-9907 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Observer overspray and run-off along Empire | Contacted manager, explained concerns. Ironically Jennifer had the same concerns. Immediate email to landscape vendor. Sprinklers to be adusted off of hard surfaces. | |
| 6/19/2019 | 26 | Commercial | Utility Staff | Open | Wendy's | 859685-70080 | 1609 Ne 3rd St | Orchard | | | (509) 326-6333 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Observed overspray, run off, mis alligned sprinklers flowing and spraying directly to 3rd St. | Shift manager outside getting ready to open. Irrigation running - was able to show specifically what concerns were. Will shedule for repair. Stated I would check back in and sprinkler spraying 20 feet int roadway must be delt with immediately | |
| 6/24/2019 | 27 | Commercial | Utility Staff | Pend-Doug | | 65775-69430 | 104 Nw Franklin | Old Bend | Katey Kelly | | (541) 408-3220 | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Observed overspray and run-off into Franklin Avre | Contacted owner, she explained she was having difficulty with the controller. Will meet her on site to check it out and identify solutions. | Site inspection revealed hidden start times (12) System was put in by customers and has many issues. Set clock to single program, 3 starts for cycle soak. Sending recomandations to address largest problems first. |
| 6/24/2019 | 28 | SFR | Utility Staff | Open | Wendy's | 859685-70080 | 1609 Ne 3rd St | Orchard | | | (509) 326-6333 | Pro Managed/Commercial | COB | Equipment | Observed overspray, run off, mis alligned sprinklers continuing to flowi and spray directly to 3rd St. | Nothing resolved from 6/19. Was able to catch owner, outside to show irrigation wast. Seems to be the right contact- will have landscpers address issues. TBA | Waiting for landscpe crew to address issues |
| 6/25/2019 | 29 | Commercial | Utility Staff | Open | | 853735-467200 | 63050 Plateau Dr | Boyd Acres | | | | Pro Managed/Commercial | COB | Dry Flow/Street Strip | Observed overspray and runoff floweing across Empire Ave. | Utility work, landscape remove and replace resulting in poor installation of replacemnt sprinklers. Sprinklers are above grade, tilted, and out of alignment. | Contacted property manager by email - waiting for response |

Appendix D.5

IDDE and SSO Flow Charts

Illicit Discharge (ID) Response Flow Chart



Contact Phone Numbers

Environmental Compliance Manager
Interim: Drexell Barnes, Cell 541-815-5542

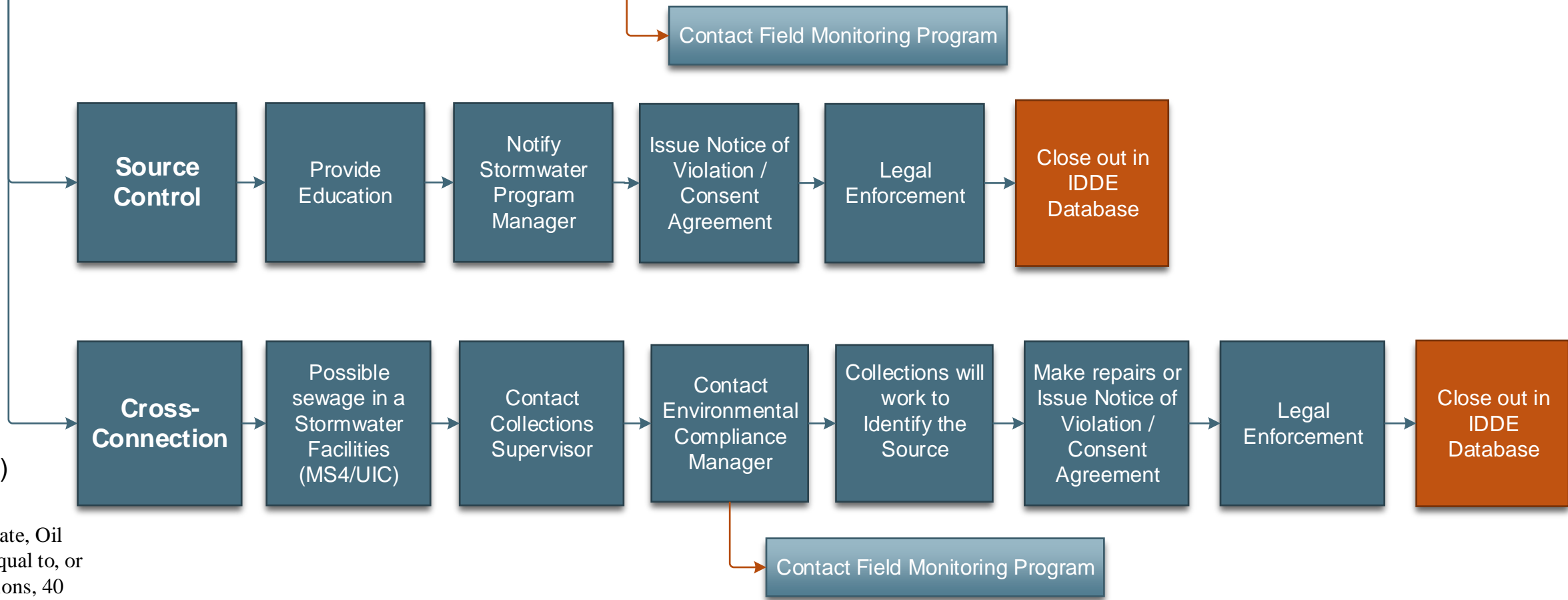
Stormwater Quality Program Manager
Primary: Wendy Edde, Office 541-317-3018
Alternate: David Buchanan, Cell 503-559-3046

Field Monitoring Program
Primary: Jeff Buystedt, Cell 541-420-6892

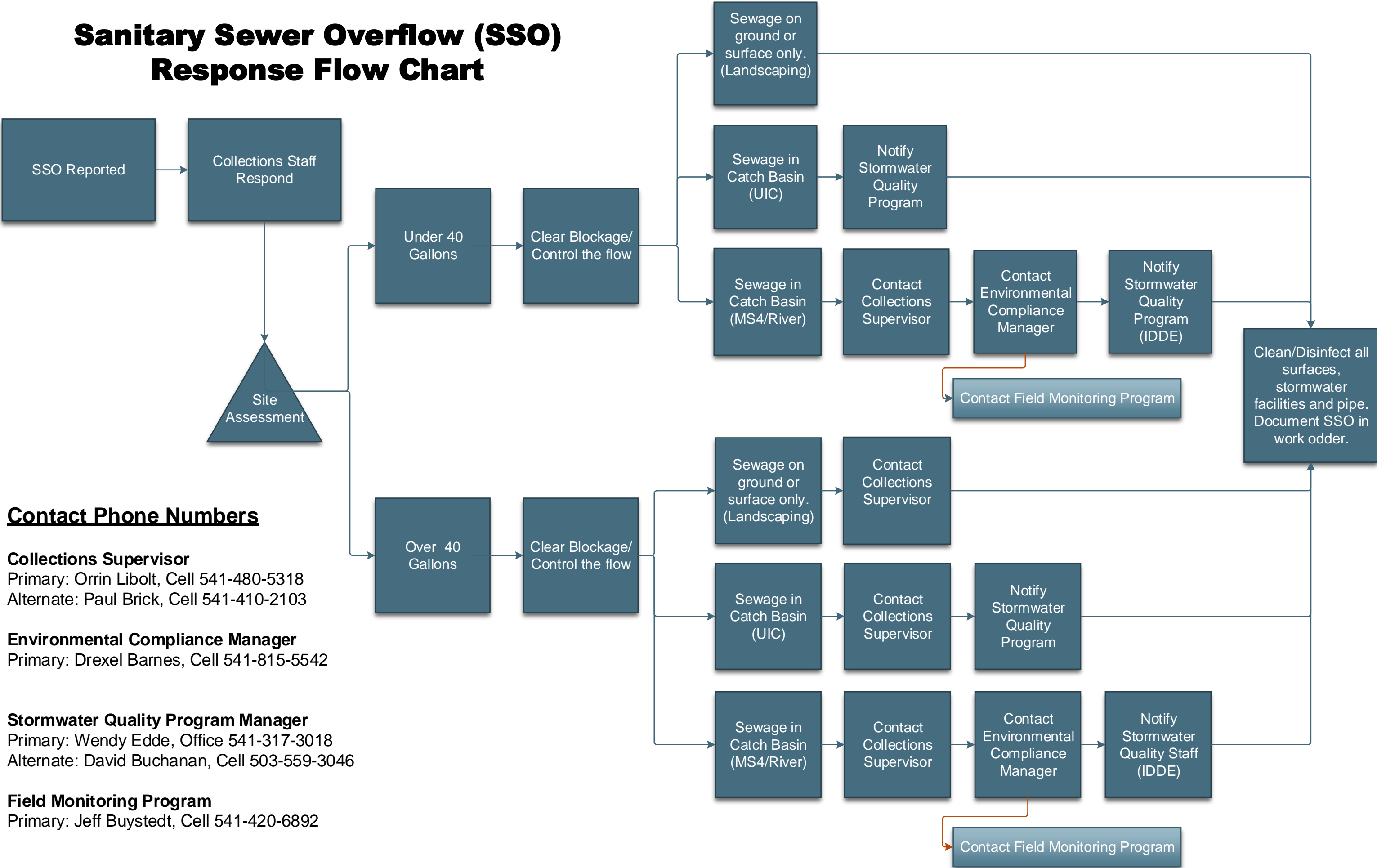
Collections Supervisor
Primary: Orrin Libolt, Cell 541-480-5318
Alternate: Paul Brick, Cell 541-410-2103

Oregon Emergency Response System (OERS)
Primary: 1-800-452-0311

* **Notify OERS If:** Any amount of oil reaches waters of the state, Oil on land in excess of 42 gallons, Hazardous materials that are equal to, or greater than, the quantity listed in the Code of Federal Regulations, 40 CFR Part 302 and amendments adopted before July 1, 2002.



Sanitary Sewer Overflow (SSO) Response Flow Chart



Contact Phone Numbers

Collections Supervisor
 Primary: Orrin Libolt, Cell 541-480-5318
 Alternate: Paul Brick, Cell 541-410-2103

Environmental Compliance Manager
 Primary: Drexel Barnes, Cell 541-815-5542

Stormwater Quality Program Manager
 Primary: Wendy Edde, Office 541-317-3018
 Alternate: David Buchanan, Cell 503-559-3046

Field Monitoring Program
 Primary: Jeff Buystedt, Cell 541-420-6892